

# Formal Child Support Complaint Process

Step	Process Step	Process Description	Role Responsible
Start	Complaint is initiated.	A customer (complainant), customer advocate, or IV-D partner (including Department of Human Services [DHS]) initiates a complaint against the Office of Child Support (OCS), Prosecuting Attorney (PA), or Friend of the Court (FOC).	Complainant
1.0	Complaint form is completed and submitted.	<p>The complainant completes and sends the <i>Statement of Complaint</i> (DHS-547) or forwards a copy of the FOC/PA grievance/complaint form received by the local IV-D child support partner to:</p> <p>Michigan Department of Human Services Office of Child Support Attention: Complaint Review Department 235 S. Grand Ave., Ste. 1215 P.O. Box 30478 Lansing MI 48909-7978</p> <p>DHS or a point of contact in OCS (General Office Assistant [GOA]) will provide the form to the complainant if necessary.</p> <p><b>Note:</b> The DHS-547 is available online at: <a href="http://mi-support.cses.state.mi.us/policy/stateat/pdf/2006/AT2006-046_Att1.doc">http://mi-support.cses.state.mi.us/policy/stateat/pdf/2006/AT2006-046_Att1.doc</a></p> <p>Proceed to Step 2.0.</p>	Complainant
2.0	Complaint form is received.	<p>Upon receipt, the GOA sends the complaint to the Central Functions Unit (CFU) manager for processing.</p> <p>Proceed to Step 3.0.</p>	GOA
3.0	Complaint form is logged.	<p>The CFU manager has three business days to log the complaint in the DHS Correspondence Tracking System (CTS).</p> <p>Proceed to Step 4.0.</p>	CFU manager
4.0	Determination of IV-D child support partner being grieved.	<p>The CFU manager determines which IV-D child support partner the complaint is against: DHS/OCS, PA, or FOC.</p> <p>Is complaint against DHS/OCS? If "Yes," go to Step 5.0. If "No," go to Step 9.0.</p>	CFU manager
5.0	CFU forwards complaint to appropriate OCS unit manager.	<p>If the complaint is determined to be against DHS/OCS, the CFU manager will forward the complaint to the appropriate OCS unit manager for action.</p> <p>Proceed to Step 6.0.</p>	CFU manager
6.0	OCS unit manager investigates complaint.	<p>The OCS unit manager is responsible for investigating the complaint thoroughly.</p> <p>If the complaint is based on a business process concern, the OCS unit manager will determine whether the unit in question complied with federal regulations, OCS policy and procedures and/or contractual requirements.</p> <p>If the complaint is determined to be an employee conduct-related matter, the employee's OCS unit manager will review the complaint in relation with civil service requirements, DHS human resource requirements, and any labor/union agreements.</p>	OCS unit manager

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		Is the complaint substantiated and/or a corrective action plan necessary? If "Yes," go to Step 7.0. If "No," go to Step 8.0.	
7.0	OCS unit manager develops corrective action plan.	<p>If the complaint is substantiated and a corrective action plan is necessary, then the appropriate OCS unit manager will be responsible for developing and implementing corrective unit actions and/or the necessary corrective employee action plan (corrective action must be approved by the appropriate organizational unit before it is implemented).</p> <p>Proceed to Step 8.0.</p>	OCS unit manager
8.0	OCS unit manager responds to complainant.	<p>Once the investigation has concluded, the OCS unit manager will provide an OCS division manager's approved written response to the complainant, including whether corrective action has been taken. A copy of the response will be forwarded to the CFU manager for logging out the complaint in CTS.</p> <p>Proceed to Step 12.0.</p>	OCS unit manager
9.0	Complaint/ Grievance referred to PA/FOC and complaint logged out.	<p>If the complaint/grievance is related to the responsibilities of the PA or the FOC, then the CFU manager will contact the local county office to determine who will be the contact person for the complaint/grievance. The CFU manager will then forward the complaint/grievance to the local contact person.</p> <p>The CFU manager is responsible for drafting a written response to the complainant explaining that the matter has been forwarded to the appropriate IV-D child support partner for resolution and providing the IV-D child support partner's contact information. The CFU manager then resolves the complaint on CTS.</p> <p>Proceed to Step 9.1.</p>	CFU manager/ CFU staff
9.1	Does the PA/FOC agree with the determination?	<p>If PA or FOC staff believes the complaint/grievance not to be with their local office, they may forward the matter to the IV-D Program Leadership Group (PLG) for a redetermination.</p> <p>Does the PA or FOC agree with the determination? If "Yes," go to Step 11.0. If "No," proceed to Step 10.0.</p>	IV-D child support partner staff
10.0	PLG reviews complaint.	<p>The PLG will review the complaint/grievance and determine whether the CFU manager was correct in forwarding the complaint/grievance to the local PA or FOC.</p> <p>If the PLG agrees with the initial determination, the PLG will return the complaint/grievance to the local PA or FOC along with an explanation.</p> <p>If the PLG determines that the CFU manager misdirected the complaint/grievance to the PA or FOC, the PLG will return the complaint/grievance to the CFU manager along with an explanation and an indication of the appropriate OCS unit manager for resolution. The CFU manager will then forward the complaint to the indicated manager.</p> <p>Return to PA or FOC? If "Yes," go to Step 9.0. If "No," go to Step 5.0.</p>	PLG
11.0	PA/FOC staff resolves complaint/	The IV-D child support partner processes the complaint/grievance using practices already in place.	IV-D child support partner

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	grievance.	Proceed to End.	
12.0	Complaint is logged out.	Once the written response is completed and mailed to the complainant, the CFU manager will log out the complaint on CTS.  Proceed to Step 13.0.	CFU manager
13.0	CFU manager generates monthly reports to the OCS director and Executive Management Team (EMT).	At the end of each month, the CFU manager will provide the OCS director and the EMT with the monthly totals of complaints and their respective dispositions.	CFU manager
End	End of process.	End of process.	

Note: This formal grievance/complaint process is to be used in conjunction with the statutory FOC grievance process or the other IV-D child support partner complaint process.<sup>1</sup>

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<sup>1</sup>Ref: SCAO Complaints and Comments Web page at:  
<http://courts.michigan.gov/scao/courtforms/domesticrelations/focgeneral/foc1a.pdf>.

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